**Information Technology**

**Unit 4, Learning Outcome 1**

**Ch 6, Supporting information products and reviewing decisions, p 174**

Problem Solving Methodology: **ADDTDIE**

**Documentation**

1. What is on-screen user documentation?  
   A: Is information to provide guidance to users.
2. List the 3 functions of on-screen user documentation.  
   A: A user may refer to on screen user documentation for instructions on accesses and using features of new programs or devices, or for instructions on using and product features with which they are unfamiliar.  
   A user in a workplace may refer to in house on screen user documentation for information on company procedures and policies for their information system.  
   If a problem occurs while using a product the user may refer to a help file or an onscreen instruction manual to find a solution.

**On-screen user documentation, Content and types of**

1. **User guides and instruction manuals**
   1. How are these generally provided?  
      A: Are generally provide free on cd or dvd with a commercially purchased software package or hardware device.
   2. What is the purpose of these guides?  
      A: the purpose of these guides is to inform and instruct the user about characteristics capabilities and functions of the hardware or software.
   3. Explain what is meant by PDF format and hypertext format.  
      A: A PDF is a portable document format which is popular for onscreen user guides or instruction manuals. Hypertext is a browser based instruction manual or user guide.
   4. What are the advantages of user documentation being in these two formats?  
      A: Both of these formats support text and graphics but can be conveniently small in file size. Both formats can be accessed on various platforms or operating systems.
   5. What is meant by third party user guides?  
      A: Theses are made in addition to the manufactures own user guide.
2. **Quick start guides**
   1. Who are these guides designed for?  
      A: First time or inexperienced users.
   2. What type of information do they provide?  
      A: Brief simple instructions.
   3. How are quick start guides generally presented?  
      A: brief text of hyperlink instructions.
3. **In-house on-screen user documentation**
   1. List the types of information included in this type of documentation.  
      A: in house protocols for the particular organisation.
   2. In what form does the in-house documentation take?  
      A: PDF of hypertext files.
4. **Read Me Files**
   1. List the types of information provided in these files.  
      A: Information includes system requirements configuration settings for the product and details on how to access the product updates.
   2. In what format are read me files.  
      A: on screen.
5. **Tutorials**
   1. In what forms do tutorials take?  
      A: PDF pr hypertext.
   2. Describe the nature of free tutorials.  
      A: They are made by third party companies who sell them for a profit.
6. **Help Files**
   1. Describe the nature of help files.  
      A: They provide searchable information about the features and functions of a software application or a device.
   2. Do help files contain technical information?  
      A: no usually.
   3. What is meant by “content-sensitive help”?  
      A: It responds to the current content that the user is accessing.
   4. What is a utility program?

A: It enables the viewing of help files with an application and file still open.

1. **Web Support**
   1. Describe the nature of on-screen documentation for hardware & software products. A: there is usually a hyper link to the website.
   2. What are patches?   
      A: A patch is a file released by a software manufacturer to fix of patch up a bug in a software.
   3. Describe the nature of community or forum-based websites.  
      A: Users of the product contribute comments and advice that they share freely with other users of the site.
   4. How are blogs used?  
      A: Individuals record personal comments on an internet site. Others can comment on them.

Develop a key word for these 7 types of documentation.

Quirthw

**Elements of design for on-screen information, p 180**

* 1. What are the problems with user documentation that is not readily accessible and easy to navigate? A: if it is not readily accessible and easy to navigate.

1. **Proportion**
   1. What does proportion refer to?  
      A: to the visual hierarchy of a page of the screen.
   2. Describe the factors the designer must take into account with the hierarchy of a page. A: That important parts have visual prominence.
   3. Why is the proportion or hierarchy of a web page important?  
      A:
2. **Orientation**
   1. What does orientation refer to?  
      A: refers to the direction and aspect of elements of an onscreen page.
   2. List some egs. Of typical considerations for orientation of screen elements. A:
   3. Why is the size of an on-screen page important, give eg.s  
      A: Because sometimes it is not always viewed in full screen.
3. **Clarity and consistency**
   1. Explain what is meant by clarity  
      A: refers to how clearly the information on a screen is presented and how well a user can distinguish between visual elements on the screen.
   2. Explain what is meant by consistency. A: refers to the use of similar repeated or predictable features on a screen, so that the user can navigate the information without unnecessary confusion or error.
   3. Give examples of elements that can be used consistently.  
      A: word wrap, wrap to window or resolution.
4. **Colour and contrast**
   1. What are the conventions for on-screen colors.  
      A: They should enhance important features and ensure ease of navigation.
   2. Why is contrast important?  
      A: items will stand out.
   3. Give examples of good contrast techniques.

A: light shades for backgrounds and dark colours for the text.

1. **Usability & accessibility**

(covered in previous chapters)

1. **Appropriateness and relevance**

(covered in previous chapters)

Keyword: POCCUA; (can y d better!)

Characteristics of on-screen information products, p 184